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February 22, 2010

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H. *J. Fielding ms*
Director and Health Officer

SUBJECT: **REQUEST TO AMEND TWO INFORMATION TECHNOLOGY
SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS**

This is to advise you of the intention of the Department of Public Health (DPH) to request the Internal Services Department (ISD) to amend the current Information Technology Support Services Master Agreement (ITSSMA) work orders for the PC Support Technician. The funding amendments are as follows:

1. ITSSMA Work Order 04-830, with ComputerWorks Technologies, to extend the term through June 30, 2011 and increase the total maximum amount by \$92,000, from \$149,500 to \$241,500; and
2. ITSSMA Work Order 04-812, with ComputerWorks Technologies, to extend the term through June 30, 2011 and increase the total maximum amount by \$85,000, from \$149,500 to \$234,500.

The new total amount for all PC Support Technician work orders will be \$476,000. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

Public Health Information Systems (PHIS) provides a variety of IT support services to DPH for applications, PCs, printers, and other peripherals. DPH personnel utilize these IT applications and IT equipment to perform their day-to-day work duties. Currently, DPH is insufficiently staffed for its PC support to provide timely end-user PC support and equipment maintenance. These work orders provide contracted staff to enhance this critical service.

SCOPE OF WORK

The duties to be performed by the contractors include the following:

- Customize desktop environment by modifying installation parameters and updating or modifying desktop configurations, files, and file system security;
- Update operating systems on all desktops;
- Secure workstations by joining the active directory;
- Install equipment inventory client software;
- Update GroupWise client software;
- Install remote control software (NetOP);
- Secure all networked printers and remove unnecessary protocols from the setup;
- Troubleshoot desktop problems such as IP conflicts, driver conflicts, DNS configuration issues, etc.;
- Install and configure Patchlink and Symantic Antivirus; and
- Image desktop computers.

JUSTIFICATION

DPH does not currently have sufficient permanent PC support staff to perform the required duties listed above. Due to the current fiscal climate, DPH is unable to add County personnel at this time. As a result, DPH must augment its workforce through the use of the previously mentioned ITSSMA contractors. These contractors assist County staff in providing DPH employees with crucial technical support. These contractors have developed an intimate knowledge of DPH's existing applications and are critical to the maintenance of DPH's daily operations. If DPH were not able to obtain the technical services and skill set provided by these contractors, the lack of ongoing support could adversely affect DPH's ability to effectively and efficiently carry out the Department's mission, goals and objectives.

FISCAL IMPACT

The contractors' hourly rates for these time and material Work Orders will remain the same through the extended terms of the Work Order. Sufficient funds for this initiative are available in the Department's budget.

VENDOR	WORK ORDER No.	Work Order Current Maximum Amount	Proposed Increase	Work Order New Maximum Amount
Global Services Resources, Inc., dba ComputerWorks Technologies	04-830	\$149,500	\$92,000	\$241,500
Global Services Resources, Inc., dba ComputerWorks Technologies	04-812	\$149,500	\$85,000	\$234,500

TOTALS	\$299,000	\$177,000	\$476,000
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NOTIFICATION TIMELINE

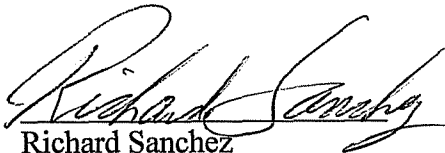
Consistent with ITSSMA policies and procedures, this serves as notification to your Board of DPH's intent to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by March 4, 2010, DPH will request ISD to proceed with the amendment of these Work Orders.

If you have any questions or require additional information, please let me know.

JEF:jrc

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Chief Information Officer

2-25-10
Date